Frequently asked questions and troubleshooting

The sources do not appear in the builder

Is the plugin *System - Contact Directory* enabled? Is YOOtheme Pro the template of the site? After enabling, reload the customizer once.

The element stays empty

- Does a contact match all filters? Clear the filters to try.
- Is the contact published, is its category published, is it within its publishing window?
- May the visitor see it (access level)? In the builder you see more as an administrator than a guest.
- On a multilingual site: does the contact have the language of the page or "All"?
- Source *Contact* with *Default contact*: is a contact marked as default?

The e-mail address (or vCard, links) is missing

Joomla hides it out of the box. Switch the detail on under *Contacts* → *Options* → *Contact* or in the contact (tab *Display*). See *Fields and display options*.

The e-mail address is encrypted in the page source

That is Joomla's protection against address harvesters (plugin *Content - Email Cloaking*). In the browser the address appears as usual.

At most 500 contacts appear

That is the upper bound per list, also with *no limit*. For very large directories use the template *Contact Category* with pagination.

The choice lists for fields and user groups are empty

They are only filled in the builder. If there are no custom fields for contacts yet, the list stays empty.

Applies to version 1.0.0.

Deutsche Fassung

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